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June 6, 2007

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

Subject: Designation of 2-1-1  
CC Docket 92-105

To: Federal Communications Commission

2-1-1 Maryland hereby submits its Reply Comments to Public Notice DA 07-2017, released on May 7, 2007. The Public Notice requests comments on the status of implementation of 2-1-1 Dialing Codes. Further, the Public Notice requests comments on actions the Commission should take if this Dialing Codes is not widely used.

2-1-1 Maryland was launched in October 2006 in Maryland, covering 70% of the State of Maryland with four regional call centers established. In Western Maryland, with a population of 450,000 people, 2-1-1 covers Frederick, Washington, Allegany and Garrett Counties by the Mental Health Association of Frederick County. In central Maryland, United Way of Central Maryland's First Call For Help™ covers 2.5 million people living in Anne Arundel, Baltimore, Carroll, Harford, Howard Counties and Baltimore City. In the National Capital Area-South and Southern Maryland, 1.1 million people are served by Community Crisis Services, Inc. in Hyattsville, Maryland. On the Lower Eastern Shore, 400,000 people in Cecil, Kent, Queen Anne's, Caroline, Talbot, Dorchester, Wicomico, Worcester and Somerset counties are served by the Life Crisis Center in Salisbury, Maryland. The 2-1-1 system has been operating as a pilot with Verizon landline telephones. The process has been slow, but we are fully confident that the system will become fully operational in the State within a reasonable time limit.

With Maryland being such a desirable place to live with leading businesses in the country and the world, and enjoying the second highest per capita income in the country, it is critical that 2-1-1 provide access to health and human services information across the State. We look to 2-1-1 to revolutionize not only access to services, but to help in simplifying the maze of 1-800 numbers in Maryland, so difficult to remember and quite costly to the State. What separates 2-1-1 from 1-800 numbers is trained information and referral specialists who listen and understand the callers' needs and make the appropriate

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referrals. 2-1-1 will ultimately be able to be available and accessible in critical incidents as well.

There is a wide range of reasons why people contact 2-1-1. There is always the challenge in finding the help one needs promptly and efficiently. Whether related to financial problems, housing, healthcare, basic health and human service needs, aging, life changes, domestic violence, etc., 2-1-1 has been a successful vehicle in providing that needed information. 2-1-1 Maryland has been used to successfully run the Earned Income Tax Credit Campaign. There are numerous ways the system works, but the point is that the system works for the good of all Marylanders. Information can and is collected and through the raw data, we can distinguish trends and identify needs in particular areas. We see firsthand, for example, the hardships people face especially when the cost of living inflates and people are desperate. The availability of 2-1-1 does not solve the problems for these individuals but it directs those people to places where they can get immediate help and relief.

2-1-1 Maryland has worked closely with community partners including State Government, Local Government, the business community and nonprofit community, concerned citizens and the Unions. It truly has been a partnership of key players to help move the process.

We respectfully request that the Commission find that the public is well served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose and that the Commission continue to support the 2-1-1 Dialing Code for this service.

Sincerely yours,



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